



# Megan Heinze

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Corporate Board Director | Financial Services Executive |  
P&L Leader for 20+ years | Growth Revenue & EBITDA | Payments |  
Innovation | B2B & B2C Sales | Digital | Manufacturing | Operations

## VALUE-ADDED EXPERIENCE FOR BOARDS

- **P&L and M&A Leadership:** Oversaw P&Ls ranging from \$1.6B to start-up, and managed global teams of up to 4,800 members. Led successful M&A and divestiture initiatives.
- **Growth Leader:** Fostered a culture of achievement and alignment with corporate goals, delivering exceptional results across digital, services, software, and industry-focused sectors. Grew a digital portfolio from \$0 to over a billion. Transformed a mature business and achieved 2X revenue growth, 3X EBITDA optimization, and notable gains in market share and customer base.
- **Global Digital Leadership:** Expanded the company's online presence from 0 to 46 countries, scaled revenue from \$0 to over \$1 billion, and developed a full spectrum lending platform, becoming the fastest-growing channel.
- **Cross-Organizational Collaboration:** Effectively built consensus within complex, matrixed organizations with revenues up to \$80B and 300,000 employees, setting strategic vision and goals for start-ups in new markets.
- **Operational Excellence:** Drove strategic business objectives through enhanced collaboration and adding 5 manufacturing sites, achieving significant global market expansion, increased profitability, and robust EBITDA and revenue growth.
- **Strategic Partnership & Transformation:** Collaborated with the CEO and Board at Bridgeway Benefit Technologies to transition their customers from on-premises technology stack to a SaaS and embedded finance customer platform.
- **Union Negotiations:** Negotiated with AFL-CIO and International work unions on salaries, job descriptions, and performance.
- **International Experience:** Managed a global team in 84 countries and worked in France, Sweden, Norway, Finland and UK.

## BOARD EXPERIENCE

20 years of board leadership, cultivating partnerships, strengthening teamwork, defining strategies and producing growth.

### *Profit*

- **Bridgeway Benefit Technologies** | Health Benefits Company in the Taft Hartley Market | 2024 – Present | Independent Board Director | Strategic Planning & Audit Committee
- **IDEMIA America Corp.** | Access Control, Mobile, Identity & Payments Company | 2017 – 2024 | Board Director | President
- **IDEMIA Canada, Inc.** | Identity & Payments Company | 2017 – 2024 | Board Director | CEO & President
- **Oberthur Technologies of America Holding, Inc.** | Payments Company | 2017 – 2024 | Board Director | President
- **Littleford Brothers** | 2005 – 2015 | Board Director | Audit Chair

### *Non-Profit*

- **Technology Association of Georgia** | 2020 – 2025 | Executive Board Director | Secretary, Georgia Technology Summit Co-Chair, FinTech South Committee, Top 40 Committee, Most Innovative Committee and Gala Committee
- **Private Directors Association** | 2022 – Present | Membership
- **River Park HOA** | 2022 – Present | Board Director | Secretary
- **Secure Technology Alliance** | 2017 – 2024 | Board Director | Secretary
- **Women in IDEMIA Network** | 2019 – 2024 | Board Director | Co-Founder & Co-Chair to Drive Diversity, Equity & Inclusion Globally – created 7 Employee Resource Groups
- **Multiple School Foundations** | 2003 – 2018 | Board Director | Chair & President | Gift & Fundraising Chair

## EDUCATION

- **Duke University, Fuqua School of Business**, Master of Business Administration
- **Northwestern University**, Bachelor of Arts in Political Science and Business Institutions Certificate
- **Professional Development**, London Business School, University of Chicago Booth School of Business, Fuqua School of Business, Private Equity Governance Certification and 50-50 Board Education

## PROFESSIONAL CAREER CHRONOLOGY

### **President, IDEMIA Payment Services North America \* 2017-2024**

*Hired by Global CEO to transform North America from lackluster performance to a high-performance region by establishing a multiyear North Star strategy including financial impact, operation changes, global supply chain, expanding manufacturing capabilities, people, process, and technology. Led IDEMIA Payment Services North America division P&L and entities with over 1200 team members and \$400M+ in revenue. Doubled revenue and tripled EBITDA in 4 years (2018-2022) by increasing global sourcing options and securing new clients. Awarded the 2020 Global President's Award, the highest global gross revenue over-achiever in 2021 and 2022 in Payments, and the 2018 IDEMIA Global Outstanding Achievement Award for highest growth in revenue and cost savings. Championed and co-founded Women in IDEMIA Network to foster women in leadership, engaging 3K+ participants globally, increasing women in top leadership from 10% to 25%, and expanding new Employee Resource Groups from 0 to 7.*

### **Chief Revenue Officer, TSYS, Merchant Acquiring (now Global Pay) \* 2017**

*Recruited by the former Vice Chairman of U.S. Bank to be the global Chief Revenue Officer of TSYS Merchant Acquiring to lead the global P&L (\$1.6B), which included 5 divisions (1000 FTE+ sales, account management, strategy, and 5 Presidents) and supporting over 800K merchants. Championed innovation, customer experience, and first mobile POS capabilities at TSYS, increasing sales and resulting in the purchase of the mobile software POS provider.*

### **U.S. Bank Elavon, Senior Vice President and General Manager, US Bank Payment Solutions & Partner Channels \* 2013-2017**

*Recruited by the Elavon CEO to champion growing and owning the P&L (\$500M+), and manage the US Bank Payment Solutions, Partner & Telesales channels, which accounted for over 50% of Elavon's merchant acquiring revenue. Revolutionized the go-to market strategy and capabilities for the Partner and Costco channels, tripling new business revenue in 2015 vs. 2013 and signing over 120 new partners. Transformed merchant acceptance capabilities in 3000 branches by establishing "Bank in the Box," increasing approvals over 50% in the last 1/3 of 2015 and generating over 40% of US Bank sales from branches in 2016 vs. 0 in 2014. Won Innovation awards and was named the SVP 2015 Pinnacle winner and top revenue and growth producer for North America.*

### **SunTrust, Atlanta, GA (now Truist), Senior Vice President, Business Intelligence Officer for Wealth and Investment Management \* 2012-2013**

*Recruited by the President to manage the Wealth and Investment Management Business Intelligence group and enable the first data analytics tools and database that allowed the Wealth team to better understand revenue sources, costs, and clients.*

### **HSBC HOLDINGS PLC \* 2000-2012 Senior Vice President, Head of Transformation & Portfolio Management**

*Picked by CIO to manage North America's portfolio of business transformation, divestiture, and technology projects for Bahamas, Bermuda, Cayman, Canada, and the U.S. Directed more than 4,800 FTEs, and managed total annual IT project management and consulting spend of \$550M. Ran key transformation governance bodies at the CEO, CFO, CIO, and COO levels. Worked with regulators (OCC and Federal Reserve Board) to ensure compliance and improve governance. Achieved significant cost savings, closing operations, divestitures to Capital One & other companies, and decreasing U.S. FTE headcount from 54,000 to 17,000. Saved the company over \$100M by redesigning IT architecture, replacing outdated systems, and eliminating products. Enabled first mobile platform. Won the 2009 Global One HSBC Transformation Award for global business and technology transformation.*

### **Senior Vice President, Global Center of Excellence Director, North America Transformation**

*Managed website, call center, branch, and messaging product development for North America, including building an onshore and offshore technology development team— supporting over 60M customers, 54K employees, 2000 branches, 890 technology applications, and 50 websites. Led the Global Center of Excellence for messaging in 84 countries, which successfully developed and deployed a global sales scripting tool in 60 days for 18 countries, enabling sales growth of \$30M in 90 days.*

### **Senior Vice President, Head of Digital HSBC**

*Highly motivated leader, skilled at collaborating and influencing diverse cross-organizational teams to deliver strategic solutions, including technical strategies to optimize the execution of business capabilities. Transformed HSBC from an analog business to a digital business. Developed digital strategies for 46 countries, credit and debit card products, enhanced profitability and customer satisfaction, implemented card platforms, and managed the Mastercard and Visa relationships. Directed Strategic Development, controlled the Digital P&L, and managed Technology & Design resources. Grew the digital card business from 0 to 46 countries globally, increasing receivables and revenue from \$0 to billions. Dramatically decreased payment costs by 97% and identified & signed the largest global acquiring deal for HSBC in 45 countries. Consistently identified and re-engineered inefficient processes to achieve higher quality and productivity for Card Services, Retail Services, Taxpayer Services, Canada, and Insurance, supporting 24 websites, telemarketing over \$1B in revenue, 144 merchants and 26 million customers. Initiated cross-selling and cost savings opportunities, resulting in a 76% increase in sales and 47% decrease in costs.*